

Fig. 1

200

202 Add Entry

204 Prev.

206 Next

208 Submit

Entry: 10

212 Question: What are the System Requirements? http: 210

214 Hidden Keyword(s): Windows Weight: 216 Flag

218 Ignore Word(s): http: Weight: 220 Flag 222

226 Answer: Windows NT4.0 with Service Pack 5. 224

232 Hidden Keyword(s): Weight: 228 Flag 230

238 Ignore Word(s): Weight: 234 Flag 236

Department: Sales 242 Category: Sales % 10 240 241

242 Contact if entry selected: salesedomain.net

Fig. 2

300

302 TO: Authoring-mailbox@yourcompany.com

304 FROM: jsmith@yourcompany.com

306 SUBJECT:

308 .FAQ=E-FAQ

310 .PASSWORD=1234

312 «Question» What are the system requirements? «Question» 316 318

314 «Answer» Windows NT4.0. ignore: See 324 330

320 http://www.yourcompany.com 322 328 332 334 326

326 ignore: Answer

Fig. 3

302

306 TO: authoring-mailbox@yourcompany.com

308 SUBJECT:

310 .FAQ Big Dogs

.PASSWORD St. Bernard

.DELETE Q123456789012345

402 .DELETE Q345678901234567

.DELETE Q901234567890123

404

400

Fig. 4

602 604 606 608 610 610

Id	Question	Answer	Keyword1	Sales	Production
1	Q1	A1		.9	.1
2	Q2	A2		.5	0
3	Q3	A3		.7	.3
4	Q4	A4		.6	.8

Fig. 6

702 704 706 708 704 706 700

Word	Entry Id. #1	Question #1 Statistic	Answer #1 Statistic	Entry Id. #2	Question #2 Statistic
System	100	12	1	204	35
Computer	91	0	8	108	4

Fig. 7

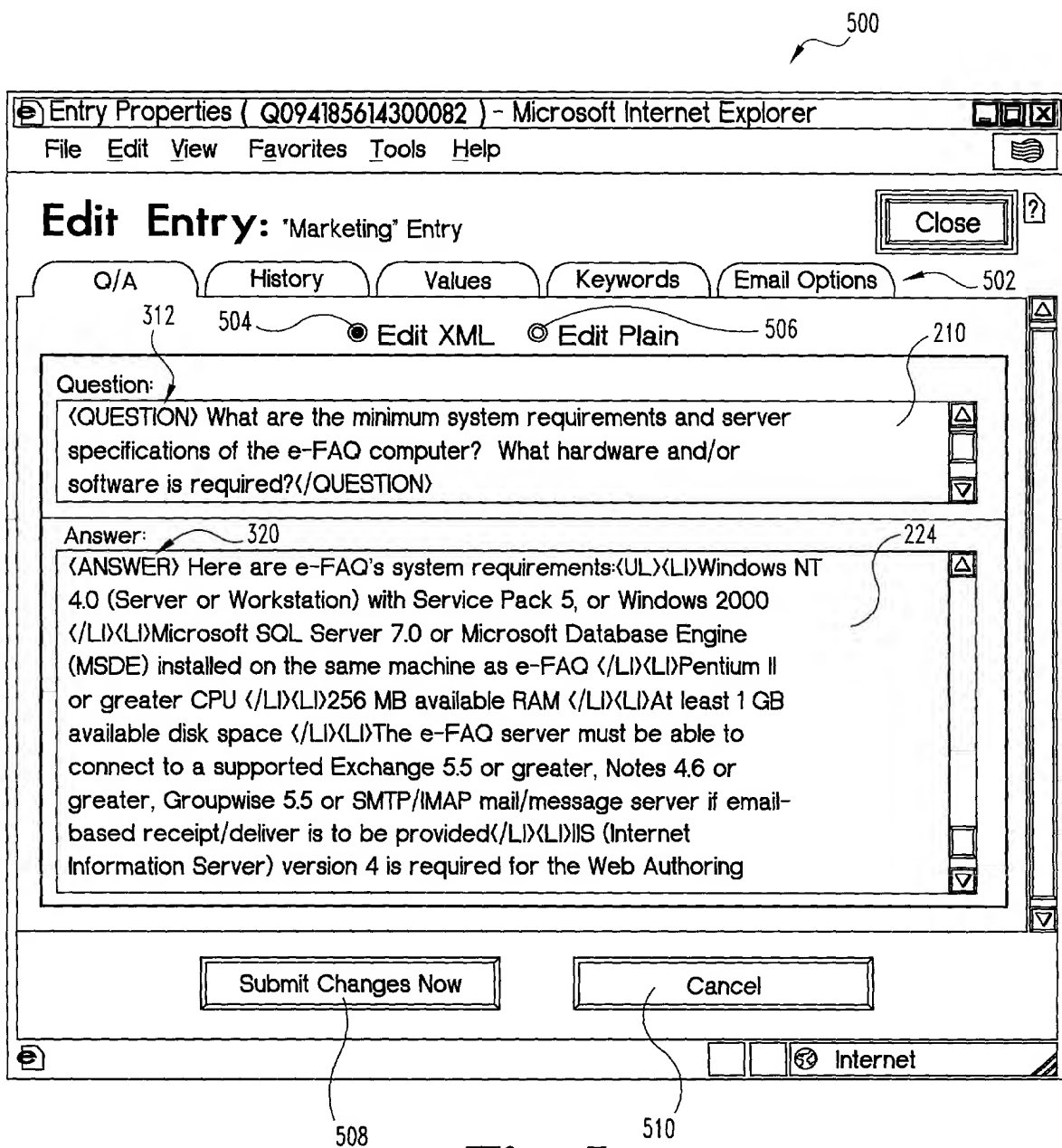


Fig. 5

202 Entry: 10 204 Prev. 206 Next 208 Submit

Question: What are the System Requirements? 210

Answer: Windows NT4.0 224

Alternate Question: Are you required to update the system? 802

804 Ignore 806 Select

800

Fig. 8

902 904 906 908 910 914 900

Alias Definitions					
Word	Alias	Rule	During Query	Entry Index/Added	Additional
I	Customer		X		
You	Company		X		
IP	Internet Protocol		X	X	
You	Customer			X	
You	I			X	

Fig. 9

1000

1002

Response Method:

☐ Web ☒ E-mail

Question about e-FAQ:

1004

Grading: ☐ Generous ☒ Normal ☐ Strict 1006

1010

Weighting: Question: Answer relative to Question: 1008

1012

Answer: 1014

Submit your query above, or click on a FAQ name below to view all entries

1016

Marketing

FAQ containing general and pre-sales questions about e-FAQ.

Fig. 10

1100

1102

1104

From: Doe, John [mailto:jdoe@doe.com]

Sent: Fri, 9 Jun 2000 10:08:27 -0500

1106

To: efaq@inin.com

Subject: Question

1108

What are the system requirements for e-FAQ Servers?

1110

Regards,

1112

John Doe

Fig. 11

Thank you for writing to efaq@yourcompany.com. Your email has been received and initially processed by e-FAQ(tm) by Interactive Intelligence. This is an automated response generated by matching your message against our database of frequently asked questions.

QUESTION: What are the minimum system requirements and server specifications of the e-FAQ computer?

- * Windows NT 4.0 (Server or Workstation) with Service Pack 5
- * Microsoft SQL Server 7.0 or Microsoft Database Engine (MSDE) installed on the same machine as e-FAQ
- * Pentium II or greater CPU
- * 256 MB available RAM
- * At least 1 GB available disk space
- * The e-FAQ server must be able to connect to a supported Exchange 5.5 or greater, Notes 4.6 or greater, Groupwise 5.5 or SMTP/IMAP mail/message server if email-based receipt/delivery is to be provided
- * IIS (Internet Information Server) version 4 is required for the Web Authoring interface

[Q094185614300082] 202

e-FAQ requires a minimum of 256MB RAM. More memory may be required, depending on the number of active mailboxes and depending on whether SQL Server or MSDE are also running on the same machine. e-FAQ also requires at least 1 GB of available disk space.

[Q094099542300426] 202

For more info on e-Faq, please visit:
<http://www.inin.com/products/e-FAQ>.

From: Doe, John [mailto:JohnD@somedomain.com]
Sent: Fri, 9 Jun 2000 10:08:27 -0500
To: efaq@inin.com
Subject: Question

(Please do not delete or modify the following line.)
<eFAQMsgId:397B6625D4AE558977454EB084890C32056C>

Fig. 12

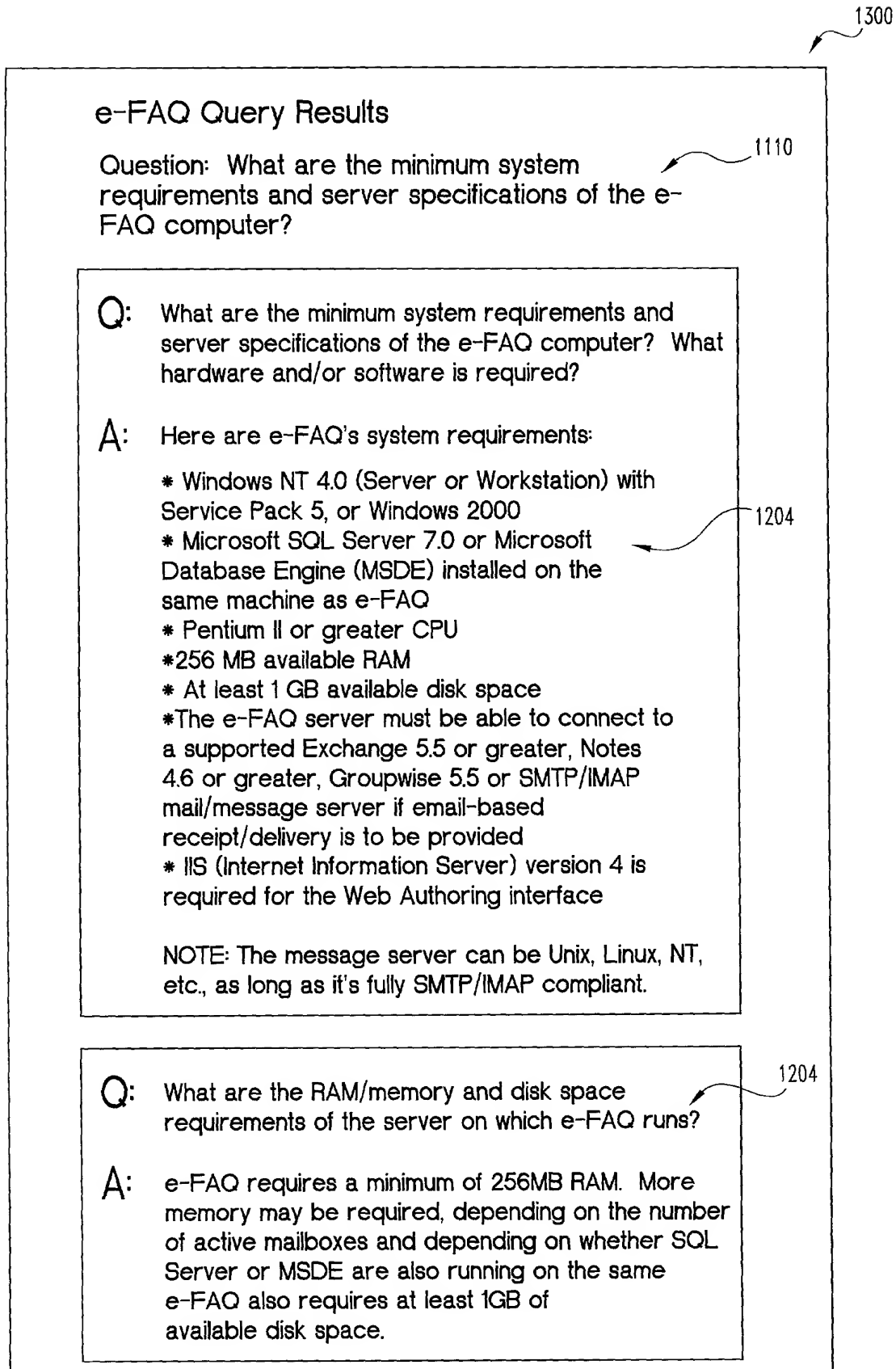


Fig. 13

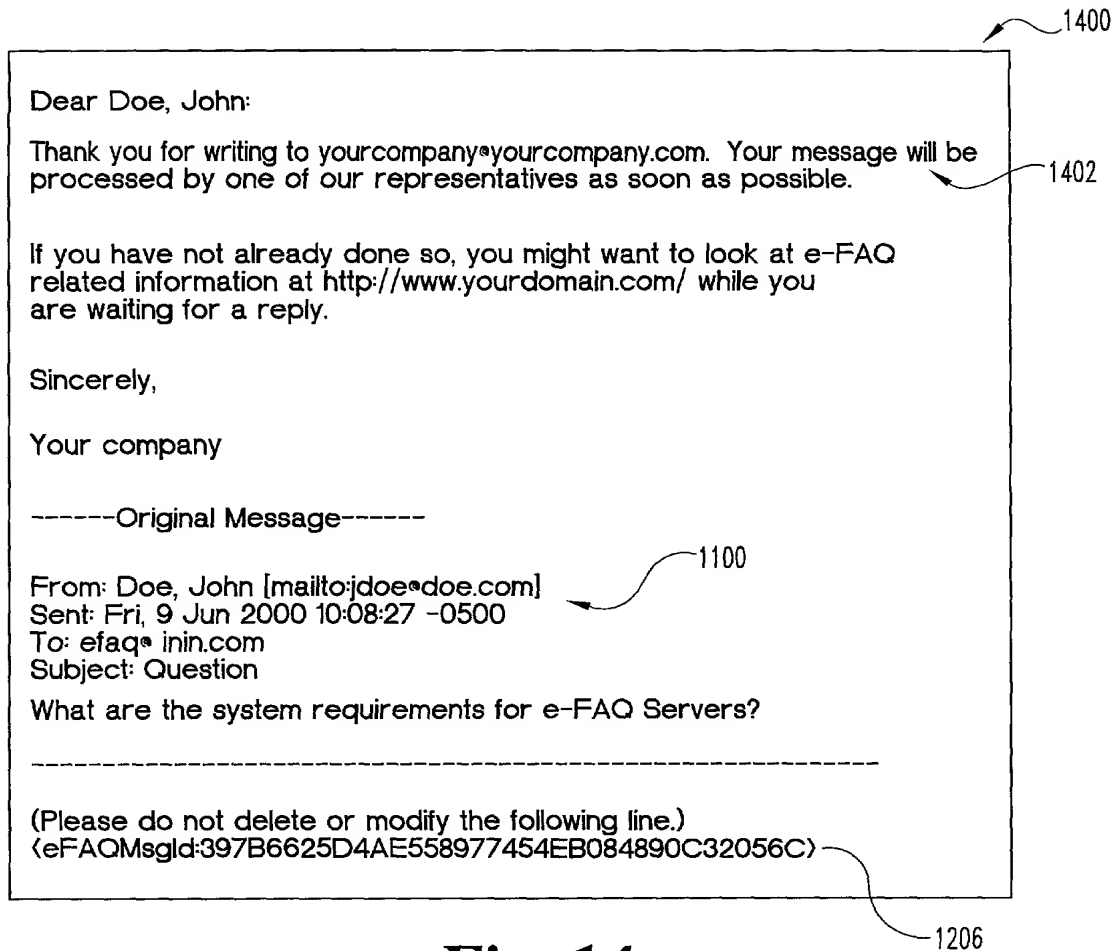


Fig. 14

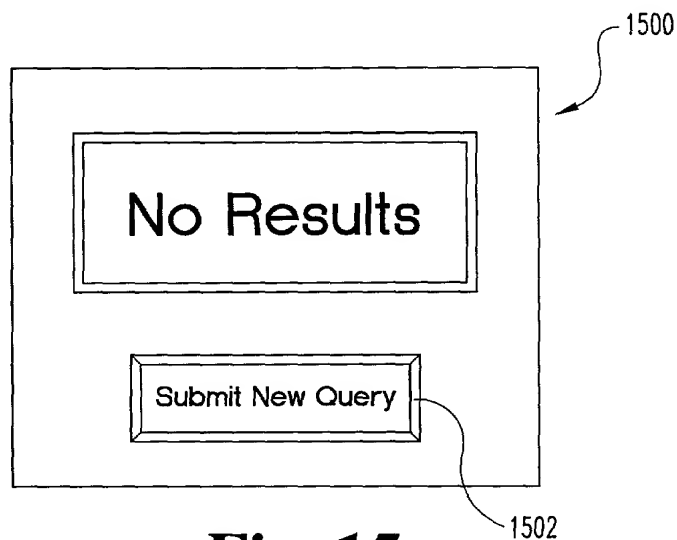


Fig. 15

Support Options

If e-FAQ was unable to provide an adequate response to your query, you may request one of the following support options:

☒ E-mail

jdoe@doe.com

☐ Web Callback

enter phone number

☐ Web Chat

Name:

Question:

What are the minimum system requirements and server specifications of the e-FAQ computer?

Additional Comments:

Submit

Note: Business hours are Monday-Friday, 8:00am - 5:00pm, Indiana Time. Requests submitted after 5:00pm will be handled the next business day.

Fig. 16

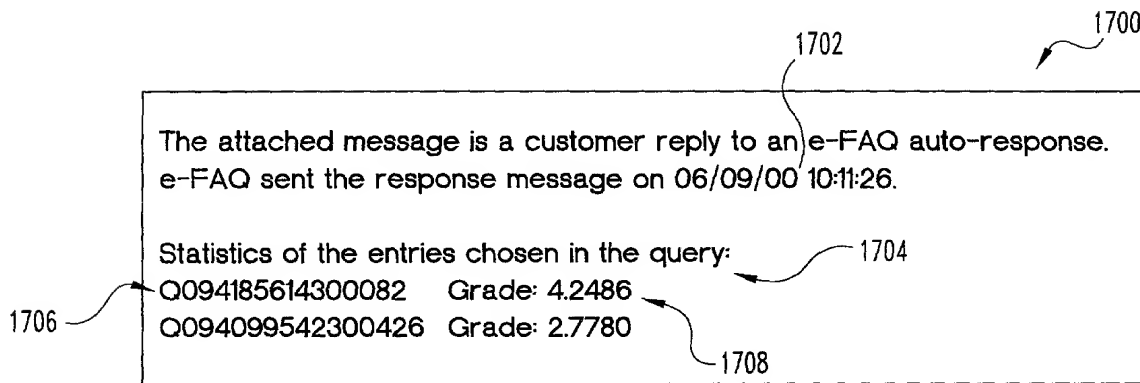


Fig. 17

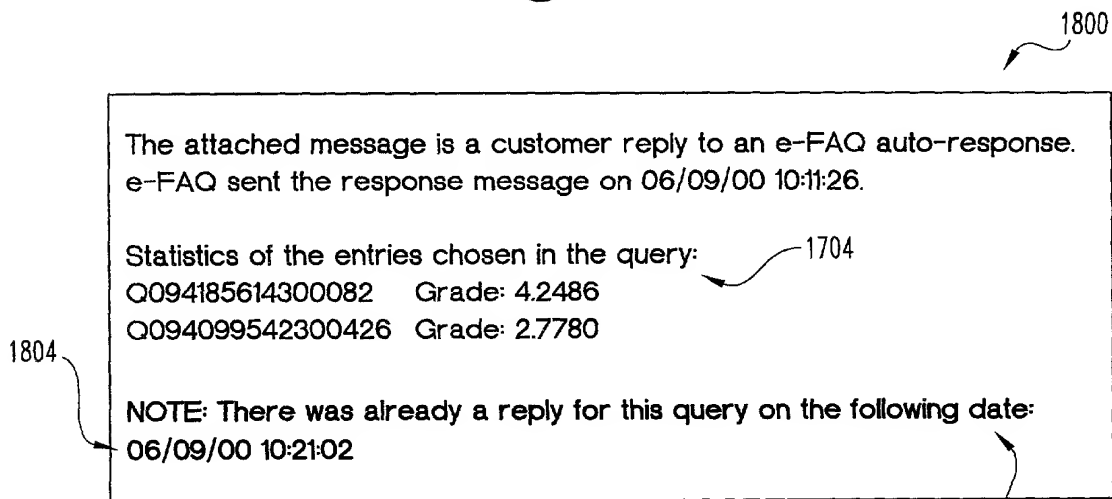


Fig. 18

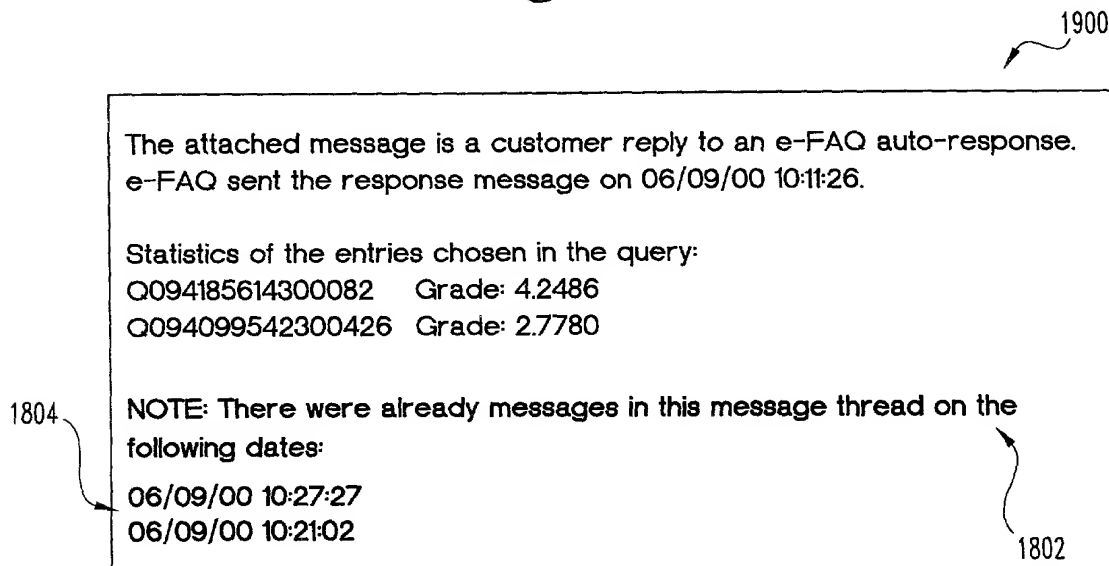


Fig. 19

FIG. 17

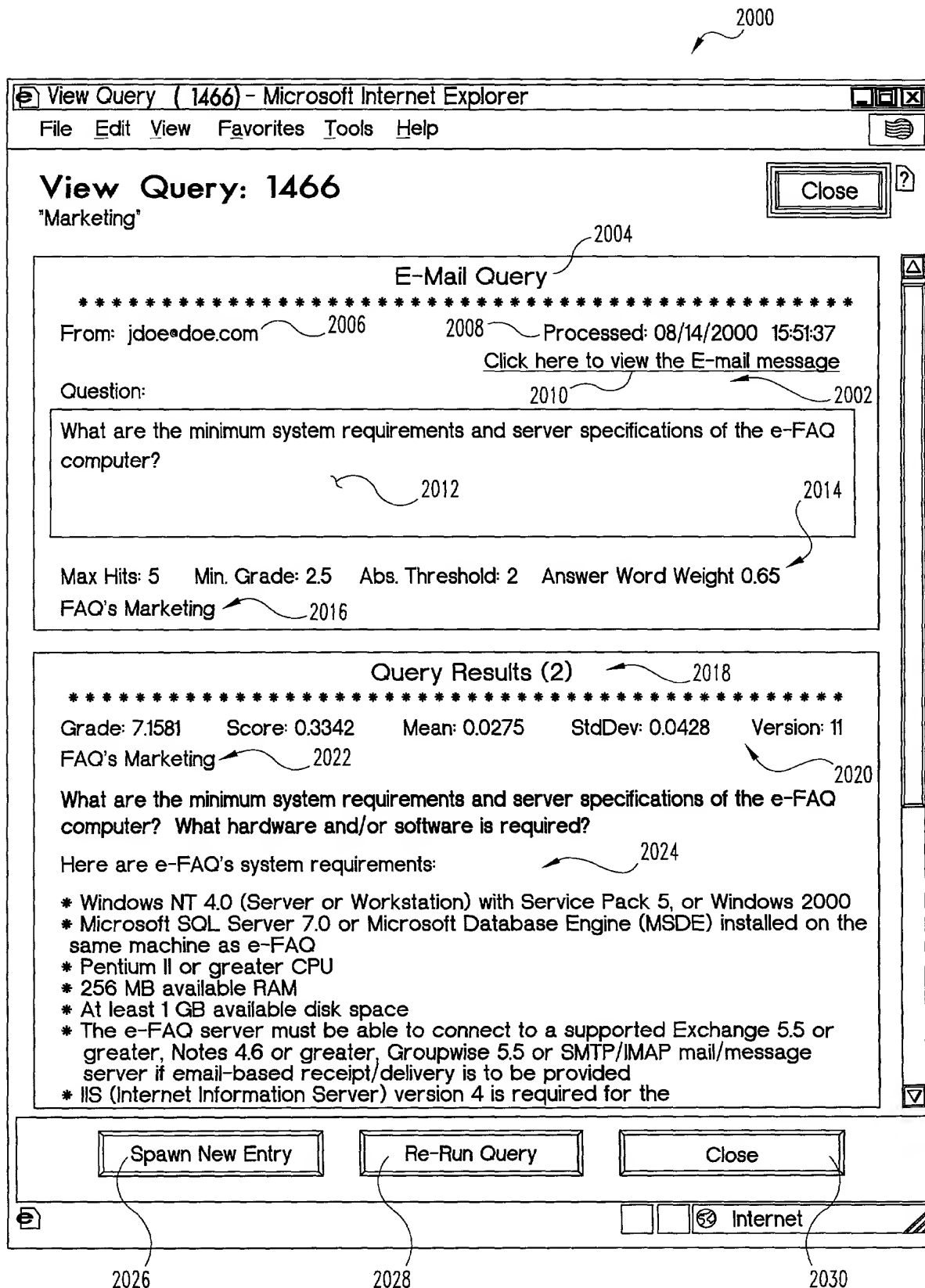


Fig. 20

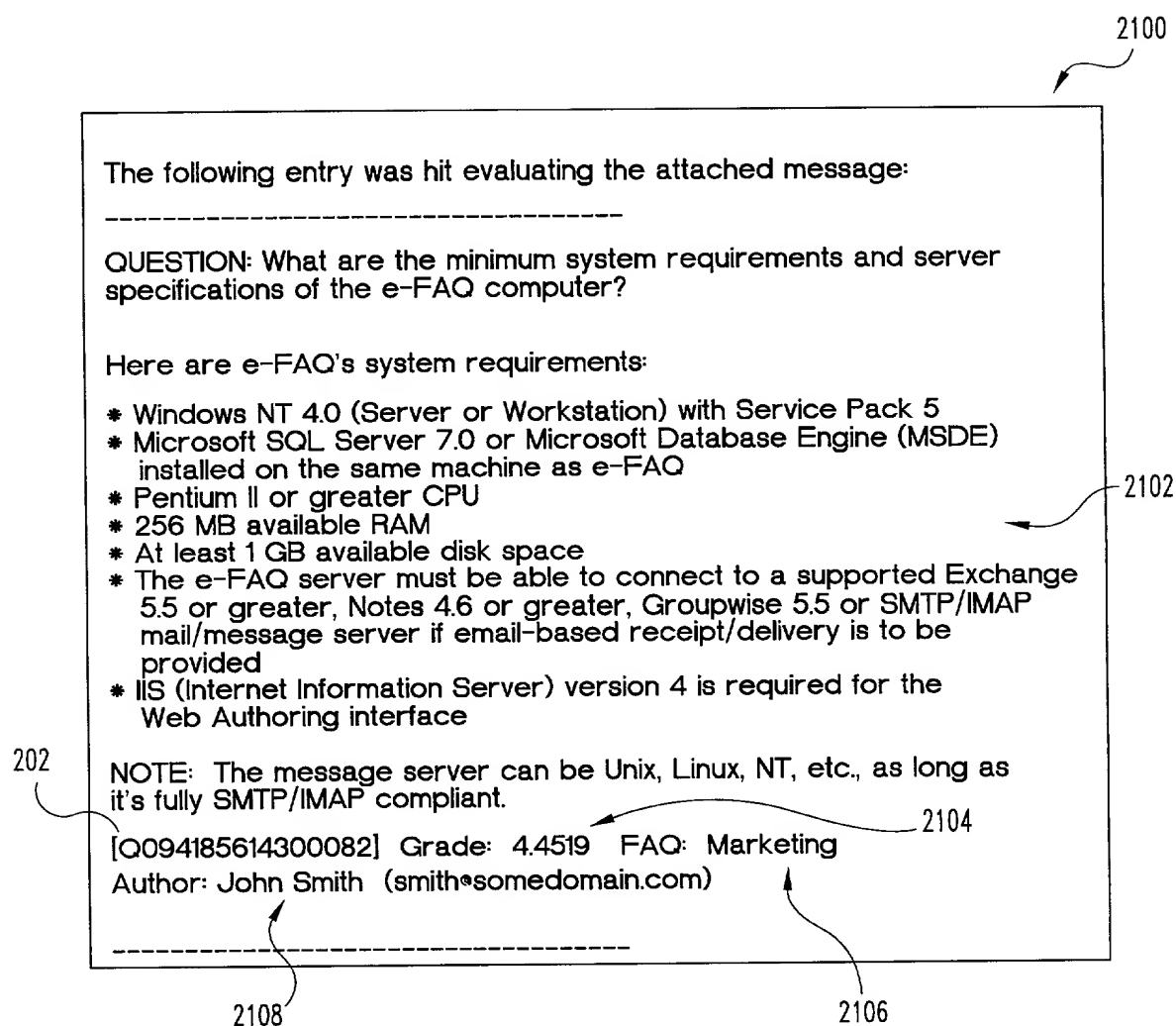


Fig. 21

Usage History Results (Marketing) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Usage: Marketing Close

All Questions (8/14/00 to 8/14/00)

2202

Number of Results: 19 Page 1 of 1

Result Num	Query Type	Num of Answers	Question Asked
1 2204		2 2206	Installation licences, Hi, We have 2 networks in our EIC environment, one for testing and development and the other for demo, we would like to install e-FAQ on both in order to test and demo to clients but we only get one licence, is it possible to get another licence
2		0	What are the benefits?
3		1	test
4		1	how many questions can efaq handle per hour?
5		1	what is the typical cost for efaq?
6		1	how long does it take to install efaq?
7		2	what are the hardware requirements for efaq
8		3	where can I purchase efaq
9		1	why is the sky blue?
10		2	why is the efaq so cheap?
11		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
12		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
13		0	How does E-FAQ work?
14		1	What is e-FAQ??
15		2	Will eFAQ display FAQ lists in rank of used or useful information?
16		1	What is e-FAQ??
17		2	FAQ
18		4	Do you have customers?
19		4	does e-FAQ help me get lucky?

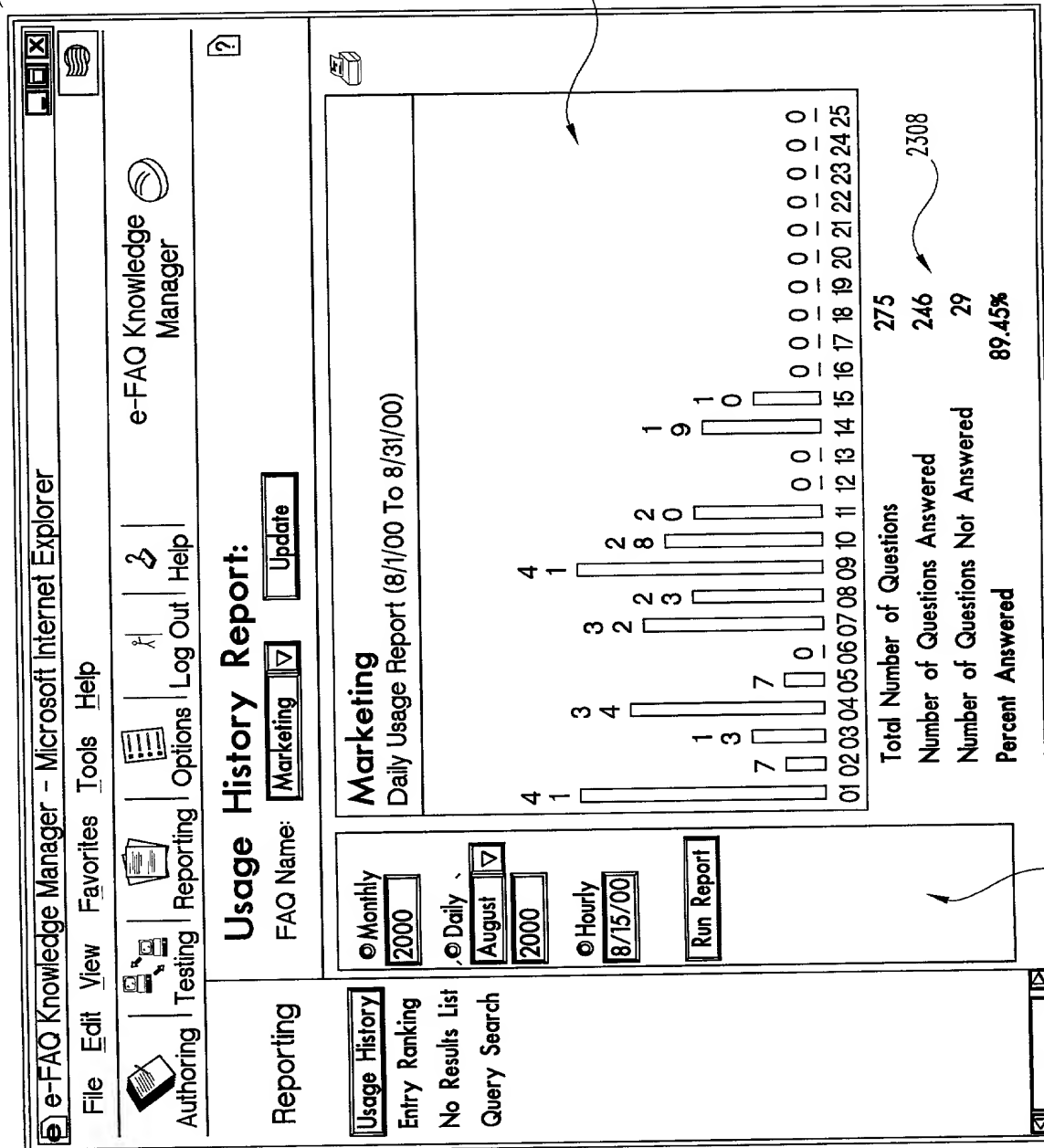
2208

[Top of Page]

Internet

Fig. 22

2300



2300

Fig. 23

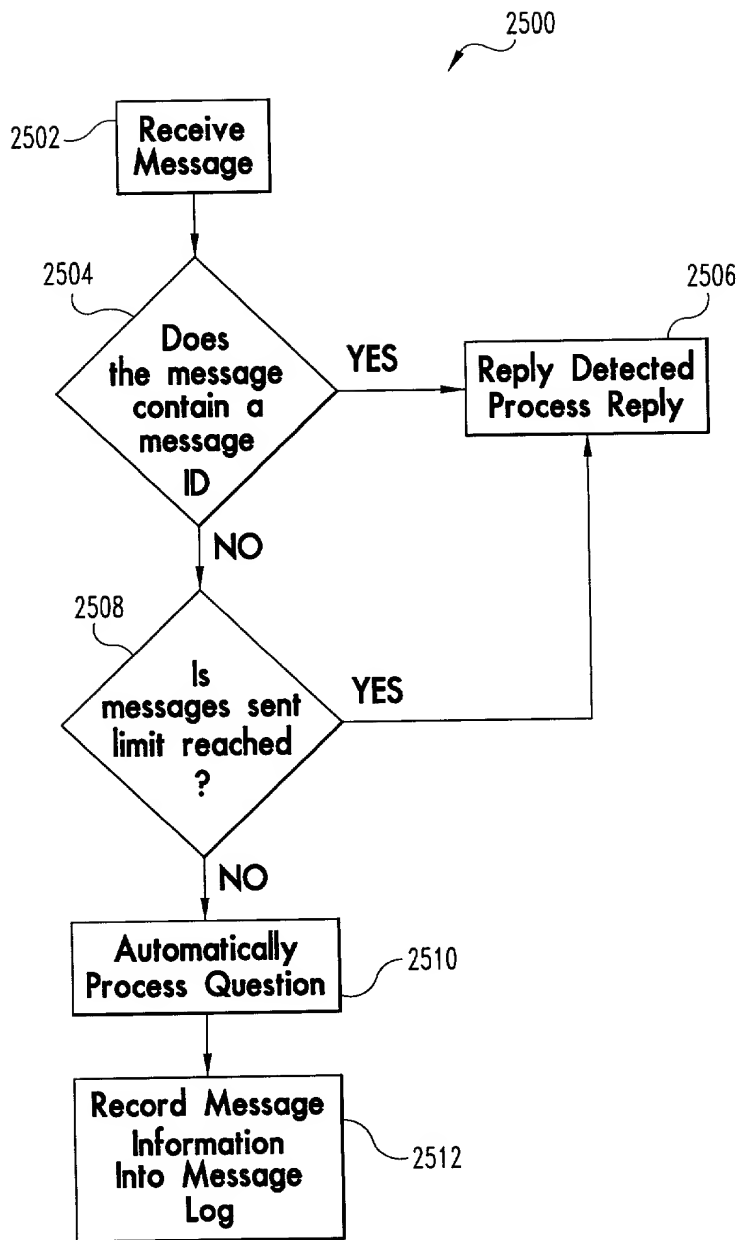


Fig. 25

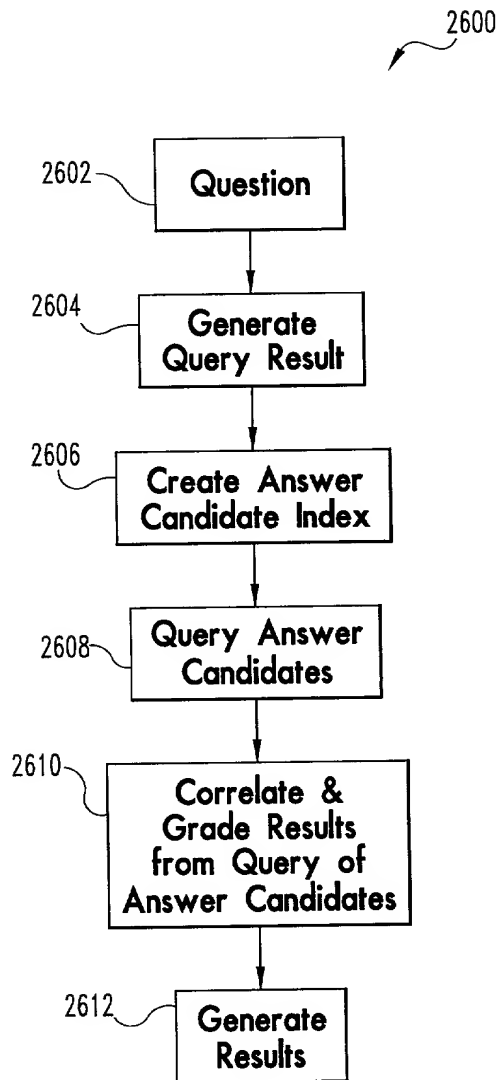


Fig. 26

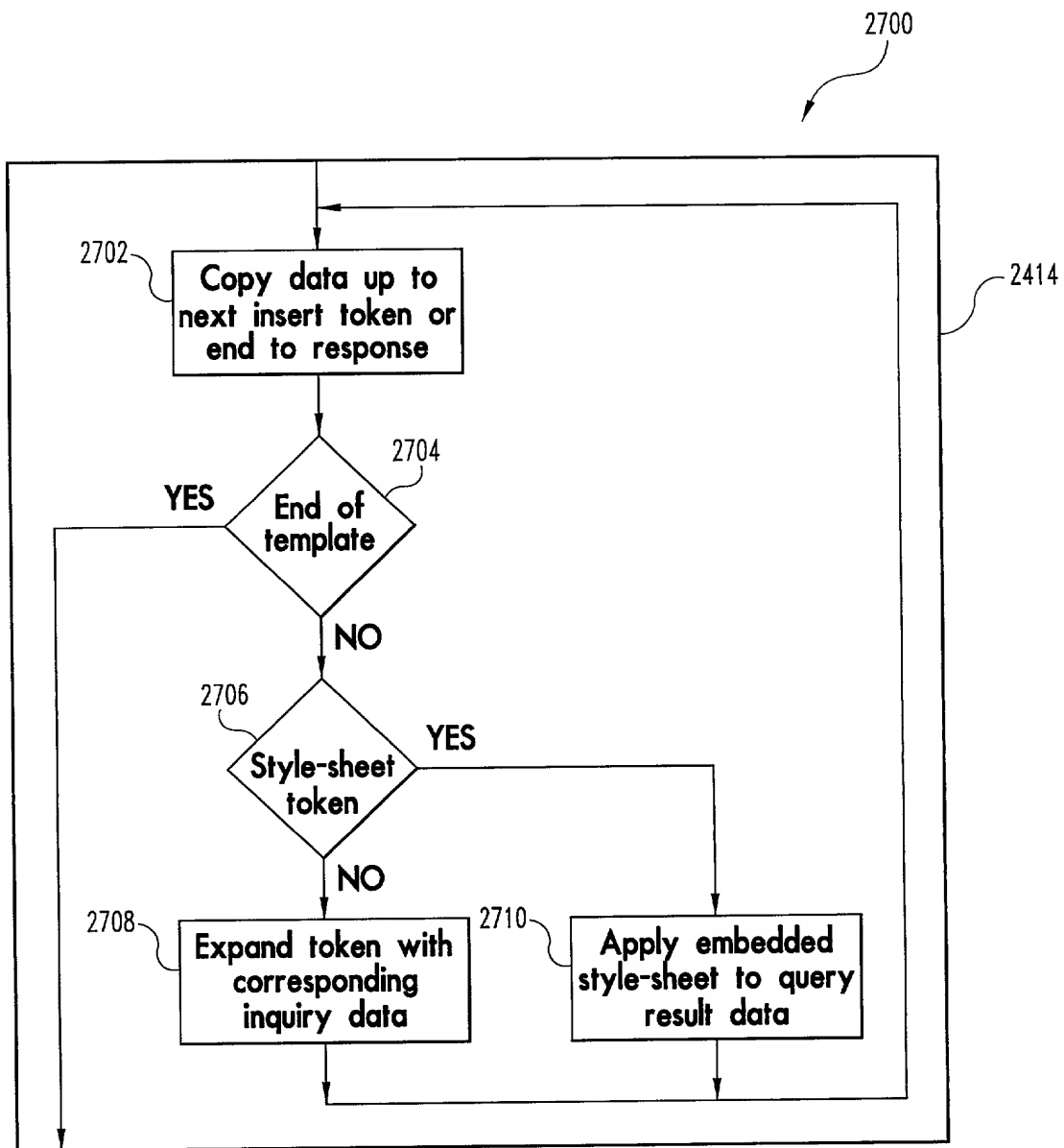


Fig. 27

```

<?xml version="1.0"?>
<!-- ***** -->
<!-- Template for Query Replies. -->
<!-- This template is used to generate message sent to the customer when the -->
<!-- question matched at least one Entry in the FAQ. -->
<!-- ***** -->
<!DOCTYPE HTML[
  <!ENTITY nbsp "&#160;">
]>
<RESPONSE-TEMPLATE>
  <!-- ***** -->
  <!-- Template for the message body -->
  <!-- ***** -->
  <RESPONSE-BODY>
    <HTML><BODY>
      Dear <SENDERNAME default="Customer"/>:
      <P>
        Thank you for writing to <MAILBOX-ADDRESS/>. Your email has been
        received and initially processed by our system.
        This is an automated response generated by matching
        your message against our database of frequently asked questions.
      </P>
      <P>
        Based on your inquiry, the following
        <QUERYRESULTS-COND count="1">entry seems</QUERYRESULTS-COND>
        <QUERYRESULTS-COND count="2+">entries seem</QUERYRESULTS-COND>
        most appropriate:
      </P>
      <QUERYRESULTS/>
      <P>
        If you feel this message DID NOT adequately address your concerns,
        you may send a reply (including this message) and your e-mail will
        be handled directly by one of our representatives as soon as possible.
      </P>
      <P>Sincerely, </P>
      <P>Your Company <BR/>
      (via e-FAQ)
      </P>
      <BR/>
      <P>
        For more information on e-FAQ, please visit:<BR/>
        <A href="http://www.inin.com/products/e-FAQ">http://www.inin.com/products/e-FAQ</A>.
      </P>

```

Fig. 28A


```

</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="QUESTION">
  <P>
    <B><xsl:text>QUESTION: </xsl:text></B>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="ANSWER">
  <P>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- Process data for question and answer bodies -->
<xsl:template match="*[node()]" mode="QA"><xsl:copy><xsl:apply-templates select="*[node()]"
  mode="QA"/></xsl:copy></xsl:template>
<xsl:template match="NBSP" mode="QA">&nbsp;</xsl:template>
<xsl:template match="A" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [URL] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!=."> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="a" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [URL] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!=."> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="LIT" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
<xsl:template match="IGNORE" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
</xsl:stylesheet>
</QUERYRESULTS-STYLE>
</RESPONSE-TEMPLATE>

```

Fig. 28C